DETAILED OUTLINE OF INSTRUCTION FOR ISO 9000 INSTRUCTOR-BASED TRAINING LESSON 6: THE REGISTRATION PROCESS	Course Number: Module: 6 Page 1 of 4
INSTRUCTOR NOTES	**TRAINING MATERIALS AND SUGGESTIONS**
THE REGISTRATION PROCESS	**Slide #6-1**
TECHNICAL REQUIREMENTS OF REGISTRATION **Go over the sequence of events listed on the slide.** **Refer students to Slide #7-7 for a chart showing the relationship of the RAB to registrars and auditors. That slide will be covered later.**	**Slide #6-2**
SELECTING A REGISTRAR **The following criteria should be considered by suppliers in selecting a registrar:** • **Accreditation: By whom?** • **Scope: What is the scope of the registrar's accreditation?** • **Reputation: Ask for references and check carefully to find out the experience of others using this registrar.** • **Subcontractors: Who does the registrar use for auditing? Do they have their own staff or do they subcontract?** • **Waiting Period: How much of a backlog does the registrar have?** • **Costs: What is the cost of the registrar's services?** • **Location: Near location may be an advantage.** • **Needs Orientation: How oriented is the registrar to the company's needs? This is a very subjective judgment that must be determined during interviews.** • **Customer Acceptance: Will all international and U.S. customers accept this registrar? Will this registrar be accepted in Europe?** **Information on registrars may be found at the address given in the student notes.** **McGraw-Hill publishes the** *ISO 9000 Registered Company Directory*, **which can be obtained from the following address:** **The McGraw-Hill Companies** **11150 Main Street, Suite 403** **Fairfax, VA 22030-5066** **Phone: 703-591-9008;** **Fax: 703-591-0971** **This directory contains lists of all registered registrars and all registered companies in North America categorized in various ways.**	**Slide #6-3**

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TYPICAL STEPS TO ACCREDITATION **Most registrars will follow the sequence listed on the slide. The registrar selected for the audit will coordinate with the supplier on the actual sequence of events.** **Most registrars follow a sequence of events similar to the following:** • **The application form** • **The Quality Manual Audit** • **Preliminary Evaluation or Preliminary Assessment** • **The full audit** • **Auditor's final written report to the Registration Board** • **The appeals process** • **Registration Board's decision** • **Semi-annual follow-up audits** • **Tri-annual full audits** **The Application Form** **To begin the registration process, all registrars require a completed application. The application will contain the rights and obligations of both the registrar and the client. It should address issues such as access rights and liabilities of both parties. Procedures for termination of the application should also be addressed.** **The Quality Manual Desk Audit** **Most registrars will request that a certain amount of documentation be sent to them to be audited at their location. They usually do not want to see all the detailed documents at this stage. They do want an overall document, such as the Quality Manual, which describes the quality system in place at the supplier, along with a sampling of other documentation. They will specify this sample.** **Preliminary Evaluation or Preliminary Assessment** **The preliminary assessment means different things to different registrars. To some, it is a complete assessment, and to others, it is a cursory investigation. Most registrars recommend some form of pre-assessment. This may range from a review of most or all documentation off-site to a full assessment on-site. In all cases, it is a preliminary audit to uncover problem areas that must be addressed before the final audit.**	**Slide #6-4**

INSTRUCTOR NOTES	TRAINING MATERIALS AND SUGGESTIONS
TYPICAL STEPS TO ACCREDITATION (CONTINUED) **The Full Audit** **The full audit usually takes two to three days with two to three auditors (for "medium" size organizations). During the first morning, the auditors will hold an introductory meeting with the supplier's management. This meeting will set forth the schedule and requirements of the auditors during the audit. They will ask for escorts, documents, and work space.** **The auditors will also hold periodic meetings to keep management abreast of progress and deficiencies found. The supplier will have an opportunity to respond to these findings, if desired. Most deficiencies will be reported, even if they are corrected on the spot.** **During the assessment, the auditors will be following the trail from documentation to application. To accomplish this, they will observe and interview personnel at all levels. They will probably check all 20 elements (if certifying to 9001).** **Auditor's Final Written Report to the Registration Board** **The auditors do not make the final decision as to whether or not the supplier passes registration. The auditors write a final report that is sent to a registration body. The board makes the decision based on the report and will notify all parties concerned as to the outcome.** **The Appeals Process** **If registration is not accomplished, there is an avenue for appeal by the supplier. The first appeal is to the registrar. If satisfaction is not obtained, the supplier may then appeal to the registration board.** **Registration Board's Decision** **Once the registration board decides to approve registration, the registrar is notified and will then issue a certificate and possibly the right to use the registrar's mark (on correspondence and other documents, not on the product). The mark signifies registration of the quality system, not the product.** **The registration board will list the supplier in a book of registered suppliers.**	**Slide #6-4 (continued)**

INSTRUCTOR NOTES	TRAINING MATERIALS AND SUGGESTIONS
TYPICAL STEPS TO ACCREDITATION (CONCLUDED) **Semi-annual Follow-up Audits** **Typically every six months following registration, the supplier must undergo a less comprehensive audit to determine if any major quality system problems are developing.** **Tri-annual Full Audits** **Every three years, the supplier must pass a full audit. This audit will be comparable to the initial audit in scope, time, and personnel.** **Although all registrars must follow a similar sequence, each registrar is somewhat different. Make certain you understand exactly what the registrar intends to do and what is expected of you before any contract is signed.**	**Slide #6-4 (concluded)**